

10 ACTIONS
**public agencies
must take to digitize
their capital programs**

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The world is quickly evolving, and if your public agency is not moving ahead with technological trends, it can slow or hinder your capital program. According to [McKinsey](#), on an average, large capital construction projects are 20 months behind schedule and 80% over budget. Today, just about everything is digital, and the pandemic has rapidly accelerated this fact of life.

The more connected your public agency is, the more control you will have over your projects. In fact, according to IDC, within a few years, 75% of all IT spending will be on technologies that will digitize the workforce. But, we won't lie. It can be a big undertaking to move your agency fully online and deploy an enterprise-level system to replace your point solutions. We have compiled ten actions that your public agency should take to digitize your capital program.

1

Implement electronic signatures

Speed up approvals through digital signature capabilities and leave an automated audit trail of decisions using an electronic signature tool such as DocuSign.

[A Forrester study](#) recently said that a typical organization would save 49,000 worker hours over a three-year period using electronic signatures.

Projects of high value and complexity require an exceptionally efficient approval management process. It is time-consuming to create and approve contracts, manage change orders, and track contractor performance before the formal contract closure. You need a digital tool that helps you effortlessly move contracts from creation through closeout without missing a step in the process. Implementing electronic signatures will give stakeholders visibility, improve communication, and leave a digital paper trail, so you always know where approval is at any time, keeping your construction projects on schedule.

**Saving 49,000
worker hours
with electronic
signatures
over three years**



**Search and
comment on
projects relevant
to the location on
a map, with a
click of a button**



2

Bring public engagement online

Share the vital information the public needs to know, allow them to review your capital programs, and share feedback in one online location. Moving your public engagement online will allow for an easy setup of a capital program with all the necessary data for the public to consume. Users can easily search and comment on proposed projects relevant to their location using a map-based public portal. With the click of a button, the public can access information on a map that allows them to assess proposed projects in their neighborhood in a meaningful way.

When it's time to compile, analyze and review the data, having a digital tool simplifies the process and speeds up review.



3

Integrate GIS capabilities with your current systems

Once you've brought your agency online, integrating your [GIS mapping tools](#) into your online systems will allow you to have real-time location data. This will not only increase productivity but will improve the quality of data available to all stakeholders. From right of way management to public engagement to project data, having a holistic view of your land will minimize potential project risks, ultimately reducing program costs.



Get a holistic view
with **real time**
location data and
increase
productivity



Stay on schedule with **automated workflows** and alerts to meet project plans



4

Automate your workflows (and boost collaboration)

In a study by [Deloitte](#), 88% of government agencies with developing digital strategies report that increased efficiency is a top objective of digitizing their agency. One of the most effective ways to increase efficiency across your organization is through automated workflows.

Automated workflows allow your agency to stay on schedule and provide alerts designed specifically to help you meet project targets. Digital workflows improve collaboration across all project stakeholders. Enterprise-level tools allow you to configure workflows that meet YOUR specific needs and requirements.

With automated workflows, you'll know exactly where your approval is at any time during a project, thus giving you complete transparency. Your process should include verification tools to ensure that all forms are complete before submitting them. This will eliminate incomplete data that result in costly rework. Automated notifications can send reminders to people whose approval you're waiting on to push your project along, providing total transparency to the status of any change orders. The integration of electronic signatures further streamlines the approval process.

Ease the training and onboarding for current & new staff

It takes a lot of effort and time for an IT department to maintain your homegrown systems. With so much tech being utilized across departments, it can drain resources in the IT department that may already be spread thin. Your design and construction teams will operate more efficiently and become more productive once there is a consistent way of working. Top-performing owners and construction companies in a [KPMG study](#) reported that 69% of organizations have integrated project management reporting systems, and 76% of those are focused on technology as a way to attract and retain talent.

When using disjointed systems, onboarding new staff, especially mid-project, can be a huge undertaking and inefficient use of time. Once your organization is fully digital, onboarding new staff can be a much simpler process as everyone understands what's expected.

76% of the organizations are focused on technology as a way to attract and retain talent



**Overcome poor
jobsite
coordination, lack
of communication,
budget and
schedule overruns**



6

Extend your project network with controlled access for consultants and contractors

Consultants and contractors add an extra layer of complication to most projects and oftentimes, poor jobsite coordination and lack of communication can lead to budget and schedule overruns. A digital system will get everyone on the same page with an up-to-date view of the latest plans, documents, and changes, including internal teams and external stakeholders like contractors, consultants, and inspectors. Digital systems provide role-based permissions so that each user only has access to the data they need.

Giving your consultants and contractors access to your digital systems will allow you to track all the intricacies of your project and ensure there isn't missing information. This will help reduce or eliminate project delays and contractor claims (and will leave you with a data trail if it's needed). Streamlining this communication is an important factor that the [Utah Department of Transportation](#) attributes to an estimated \$19.5 million per year savings!

7

Go mobile

Perhaps one of the greatest perks of digitizing your agency is the ability to access project information from anywhere and anytime, reducing poor coordination and productivity at the jobsite. Paper forms for appraisals and surveys are a thing of the past with mobile apps for fieldwork. Along with being “greener”, this will speed up the process as the forms are processed in real time while onsite. Your digital system then stores all the data together, making access to the information in the future simple.

There will also be fewer human data errors without the need to re-enter information into the system from the paper surveys: fewer errors mean more time and cost savings.

Access projects
anytime,
anywhere, speed
up processes and
experience
increased
productivity on
the go



**Go digital and
streamline your
entire capital
improvement
program from
start to finish
effortlessly**



8

Integrate (all of) your systems

Going digital will help you integrate your current tools and systems seamlessly to streamline your entire capital improvement program from start to finish. When working with multiple stakeholders across different departments or vendors, you can save your organization a wealth of time by effortlessly integrating components like your financial systems, data warehouse, ESRI/GIS mapping, and DocuSign into one capital planning and management solution.

The best digital tools allow you to bring together everything you need to plan, track, automate, and manage program funds, budgets, and schedules in one place. Utilizing one unified system will lead to efficiency (time, money, and resources) across your many departments. For example, the [City of Las Vegas](#) brought the city council, finance, planners, and project managers together on the same enterprise-wide system to accelerate the production of their annual CIP report by 3-4 months every year.

9

Hire an expert

[Gartner](#) reports that the adoption of cloud technologies is accelerating and becoming the norm, with government spending on cloud technologies growing at around 17% per year.

You know your capital program best, so why stress over the digitization of your organization when there are experts to help you with that? Adoption and success of new software systems often depend more on the implementation than on the software itself. It's essential you find a professional services team with a deep knowledge of both the product and the industry. Hire experts who will work with your team to configure every process, screen, form, and report to meet your agency's unique needs so you can focus on the day-to-day operations of your agency.

Government
spending on cloud
technologies
growing at around
17% per year,
accelerating
adoption of cloud
technologies



Implementing
enterprise-wide
best practices will
have an average
cost savings of
4.3% and
accelerate your
schedule by **7.5%**

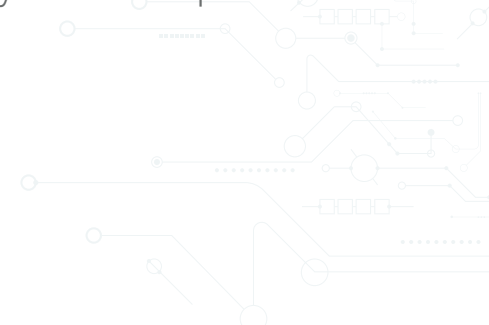


10

Introduce an enterprise-level solution

Imagine if everyone in your agency worked from the same program and the same up-to-date data? Utopia. Spreadsheets, emails, and homegrown systems are a thing of the past. These disjointed systems are hard to manage, prone to errors, and take up way too much time. According to the [Construction Industry Institute](#), implementing enterprise-wide best practices will result in an average cost saving of 4.3% and reduce overall project schedules by 7.5% by bringing planning, design, procurement, and field operations together to achieve overall program objectives.

A single, agencywide solution can manage everything from capital planning to project management to maintenance. Automating your systems and processes will save your agency time, money, and resources.



Digitizing your public agency will boost collaboration, improve productivity, and reduce rework and risk. Aurigo Masterworks is built on the Masterworks Cloud Platform—an enterprise-proven platform that gives you the scalability, performance, security, and reliability your teams need, and your IT organization will appreciate. Aurigo products are easy to use and can be accessed via any browser or mobile device. Schedule your demo of Aurigo Masterworks today and take the first step towards digitizing your agency.



About Aurigo Software

Aurigo builds software that helps build the world. Aurigo is an AI-native company that helps capital owners connect planning, construction, and operations in a single environment, improving decision-making and execution. Trusted by over 300 organizations across infrastructure and facilities, Aurigo manages more than \$450 billion in capital programs, with over 40,000 projects throughout North America. Aurigo is a privately held U.S. corporation headquartered in Austin, Texas, with global offices in Canada, South Africa, and India.

Learn more at www.aurigo.com

Schedule a Demo

Schedule your demo today to learn how Aurigo Masterworks Capital Planning Solution can help your organization streamline information, accurately track and forecast, prioritize projects and help you save time and money.



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